



**Municipal Services Commission
of the City of New Castle**

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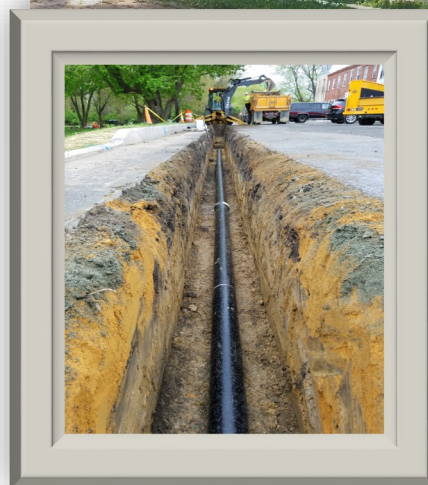
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MSC Billing and New Bills >

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Water Quality Report >**



**J. Fletcher Creamer & Son, Inc.
Performs Water Main Cleaning
and Lining Projects for MSC**

**The MSC is happy to feature Zenith in
Meet our Customer on Page 3**



Secretary's Message

Water, water, water . . . it is our most important natural resource. The Municipal Services Commission (MSC) knows our customers are interested in the quality of their water. The annual Consumer Confidence Report (CCR) provides detailed information regarding water quality. You will find in this edition of the MSC's Newsletter results of water tests conducted by the State of Delaware , Division of Public Health, Office of Drinking Water. Additionally, you can read Water Supervisor Jay Guyer's updates on the water projects that have been taking place over the past several months. If you have any questions or concerns regarding the water test results or the water projects please feel free to contact us.

You may have heard the Billing Office has a new accounting / billing software. This means your bill will look different and you will also have a NEW account number. Please contact your financial institution if you pay electronically and advise them of your new account number. Our staff is learning all the new software functionality and believe the customers will appreciate the benefits of the new system. (see the sample bill on page 4)

The MSC is very proud of the national recognition received by the Electric Department for reliability. The American Public Power Association (APPA) tracks outages each year for the length of time power is off and how many customers are affected. These figures are compared to other utilities across the country and the top utilities are recognized for the least amount of outages and shortest duration. A copy of the certificate awarded to the MSC Electric Department by the APPA can be seen on page 4.

The MSC serves City of New Castle customers, both commercial and residential. We are proud to not only serve approximately 2400 residential customers but also over 300 Commercial accounts. Our largest customer is Zenith Products which is located in the Riveredge Industrial Park. Zenith has been part of New Castle for over 20 years so we thought you might want to read a little about their organization in our Meet Our Customer section.

The MSC hopes you enjoy reading the summer newsletter and have a safe and happy summer!!

Pamela A. Patone
General Manager / Secretary

MSC Commissioners



Dr. Roy J. Sippel
President

Appointed by The Mayor
Term: April 1, 2016 to March 31, 2019



Daniel F. Knox
Commissioner

Appointed by City Council
Term: April 1, 2017 to March 31, 2020



H. Hickman Rowland, Jr.
Commissioner

Appointed by the Trustees
Term: April 1, 2015 to March 31, 2018

Resources At Your Fingertips

City Administration Office **322-9801**

Mayor's Office **322-9802**

Public Works Department **322-9813**

MSC Main Office **323-2330**

MSC Utility Building **323-2333**

Pamela A. Patone **221-4513**
Secretary / General Manager

Mary Jane Stubbs **323-2332**
Business Manager / Treasurer

Scott Blomquist **221-4514**
Electric Supervisor

Jay Guyer **221-4515**
Water Supervisor

Tara French **221-4517**
Accounting / Customer Service Manager



Planning a project at
home that involves
digging on your
property?

Calendar Of Events

July 3rd and 4th - Independence Day - MSC Closed

September 4th - Labor Day - MSC Closed

October 9th - Columbus Day - MSC Office Closed

November 23rd and 24th - Thanksgiving Day and
Day After - MSC Closed

December 25th and 26th - Christmas Day and Day
After - MSC Closed

January 1st - New Years Day - MSC Closed

**Don't Start Digging Until
You Call – It's the law!**

MISS UTILITY

1 - 800 - 282 - 8555



Meet our Customer

Founded in 1947, Zenith Home Corp. is the market leader in bathroom storage and organization.

We offer a broad and innovative product offering ranging from shower caddies to bath furniture, fashion bath accessories to medicine cabinets. We supply our products to major retailers including Wal-Mart®, Target®, Lowe's®, Home Depot® and Bed, Bath and Beyond® in our brands and/or retailer private label packaging.

Zenna Home is the flagship brand for Zenith Home Corp. storage and organization. NeverRust represents our aluminum platform of products. Zenith and De-



signer Series by Zenith are our medicine cabinet brands and India Ink, our fashion bath accessory brand; complete our portfolio of owned brands.

Zenith Home Corp.'s corporate headquarters is based in New Castle, Delaware with 700,000 square ft. of US manufacturing and warehousing. We are very proud of our long heritage with US made and assembled products. Our US manufacturing capabilities include: wood lamination and cutting, plastic injection molding, metal fabrication and powder coating. Along with dedicated strategic global manufacturing partnerships, in-house industrial design, engineering, and customer service we strive for best in class quality, price and service!



MSC Customer Profile - Zenith is the Municipal Services Commission's largest commercial electric account and is located in Riveredge Industrial Park along the Delaware River.



Your MSC Electric and Water Bills Have a New Look

Six different software packages will be eliminated and the MSC's finance/billing office will be utilizing an integrated accounting and billing software.... Tyler Technologies InCode 10.

Customers will see a new look to their June 2017 electric and water bills. MSC staff indicated they like the improved graphics, the subtotals showing current bill amounts and the professional clean presentation.

MUNICIPAL SERVICES COMMISSION
216 Chestnut Street, PO Box 208
New Castle, DE 19720-0208
(302) 323-2330
newcastlemsc.delaware.gov



Account Number	AMOUNT DUE
	\$181.99
Due Date	6/1/2017
Account Name	
Service Address	

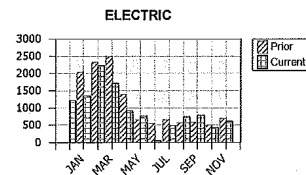
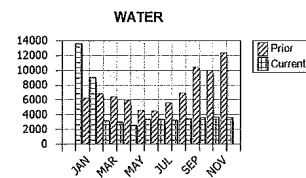
PLEASE INCLUDE YOUR ACCOUNT #
ON YOUR CHECK OR MONEY ORDER

Sample of New Bill

471317900200000018199000000182967

CUSTOMER ACCOUNT INFORMATION - RETAIN FOR YOUR RECORDS

Name				Service Address		Account Number
Status	Service Dates			Bill Date	Penalty Date	Due Date
	From	To	# Days			
Active	10/12/2016	11/14/2016	31	5/19/2017	6/19/2017	6/1/2017



CURRENT READING	32,422	PREVIOUS READING	31,798	USAGE	624
	44,595		44,237		3,580

PREVIOUS BALANCE	\$95.92
PAYMENTS	(\$200.38)
ADJUSTMENTS	\$169.46
PENALTIES	\$0.00
PAST DUE AMOUNT	\$65.00
ENERGY	72.07
STATE ENVIRO CH	0.11
WATER	25.06
CUSTOMER CHG - E...	10.00
CUSTOMER CHG - ...	8.25
PUB FIRE PROTECTI...	1.50
TAX	\$0.00
CURRENT BILL	\$116.99
AMOUNT DUE	\$181.99

Customers can avoid late charges by paying invoices within 30 days. Late fees are charged at 1.5% of past due balances.

ATTENTION: Your Account is PAST DUE. Please pay promptly to avoid disconnect.

MUNICIPAL SERVICES COMMISSION - 216 Chestnut Street - PO Box 208 - New Castle, DE 19720-0208 - (302) 323-2330



**MSC Electric Department
Receives
CERTIFICATE OF
EXCELLENCE**

The MSC received a Certificate of Excellence in Reliability from the American Public Power Association.

The Electric Department utilizes Reliability Tracking Software to compile outage information including date, time, duration, and number of customers affected then reports it to the American Public Power Association monthly.

Your Electric Department works diligently to provide reliable electrical service by performing routine operation and maintenance on the distribution system and planning and implementing Capital



**CERTIFICATE OF
EXCELLENCE IN
RELIABILITY**

This is to acknowledge that

New Castle Municipal Utilities

*has achieved excellence in reliability by
significantly outperforming the electric
industry national average as reported by
the Energy Information Administration.*



March 30, 2017

Date

A handwritten signature in black ink, reading "Michael J. Hyland".

Michael J. Hyland
Senior Vice President,
Engineering Services

WATER MAIN CLEANING AND LINING

This Spring, J. Fletcher Creamer & Son cleaned and lined approximately 1,500 feet of Cast Iron (CI) water main utilizing the 3M Scotchkote Pipe Renewal Liner 2400. The 1880's vintage CI pipes in Dobbinsville, Shawtown, and downtown on Delaware Street were previously evaluated using the Echologics method, which tested for both leaks and average remaining wall thickness. The results from these tests and physical inspection of pipe samples supports rehabilitation of the pipelines using a structural lining system. It is estimated that this rehabilitation method will extend the pipelines useful service life an additional 50 years while improving the structural integrity of the pipe, water quality, and fire flows. The process of rehabilitating pipelines using the Structural Class III 3M Scotchkote 2400 rather than replacing them uses an emerging technology that delivers the best value to our customers by decreasing labor, material, and restoration costs as well as minimizing neighborhood disruption. Utilizing emerging technologies adds reliability to our water system allowing MSC to continue providing the highest quality water service possible to our customers.



WATER MAIN RENEWAL

Last Fall, MSC met with Representatives from New Castle County in reference to a sewer main replacement project they were planning for the 600 Block of Clark Street in Dobbinsville. Wanting to renew the water main prior to the street being repaved, MSC planned, engineered, and coordinated the replacement of 340 feet of 125 year old 6" cast iron water main and 21 water services. Completion of this project resulted in improved water quality and fire flow for the residents. MSC regrets the inconvenience associated with this project and thanks the residents of Dobbinsville for their patience, cooperation, and understanding during this project.



2017 Annual Drinking Water Quality Report

**City Of New Castle
Municipal Services Commission
216 Chestnut Street
New Castle, Delaware 19720
Public Water System ID # DE0000634
June 1, 2017**

The Municipal Services Commission (MSC) is charged with the responsibility of providing you reliable, high quality drinking water. Each spring MSC publishes this report in accordance with the requirements of the United States Environmental Protection Agency (US EPA) and Delaware Division of Public Health (DPH). This Consumer Confidence Report is designed to let you know where your water comes from, what it contains, and any risks water testing and treatment are designed to prevent.

The reporting period for this report is January 1, 2016 through December 31, 2016. The MSC wants you to know that we are committed to providing you with the most reliable, highest quality water supply available.

Where Does New Castle's Water Come From?

The Sources of drinking water, both tap water and bottled water, include rivers, lakes, streams, ponds, reservoirs, springs and wells. As water travels over the surface of the land or through the ground, it dissolves naturally-occurring minerals and radioactive materials, and can pick up substances resulting from the presence of animals or from human activity.

The source of the MSC's Water is the Potomac Aquifer which is a confined aquifer whose natural filtering characteristics helps to protect our customers from contaminants. The Division of Public Health in conjunction with the Department of Natural Resources and Environmental Control has conducted a Source Water assessment for the City of New Castle's community water system. Please contact Commission Secretary / General Manager Pam Patone at 302-221-4513 regarding how to obtain a copy of this assessment. You may also review the assessment on the website: <http://delawaresourcewater.org/assessments>.

Where Do Contaminants Come From?

- A) Microbial contaminants, such as viruses and bacteria, may come from sewage treatment plants, septic systems, agricultural livestock operations and wildlife.
- B) Inorganic contaminants, such as salts, and metals, which can be naturally-occurring or result from urban storm runoff, industrial or domestic wastewater discharges, oil and gas production, mining or farming.
- C) Pesticides and herbicides, which may come from a variety of sources such as agriculture, storm water runoff and residential uses.
- D) Organic chemical contaminants, including synthetic and volatile organics, which are by-products of industrial processes and petroleum production, and can also come from gas stations, urban storm water runoff, and septic systems.
- E) Radioactive contaminants, which can be naturally-occurring or can be the result of oil and gas production and mining activities.

Are There Limits to Contaminants?

In order to ensure tap water is safe to drink, the US EPA prescribes regulations, which limit the amount of certain contaminants in water provided by public water systems. The Food and Drug Administration (FDA) regulations establishes limits for contaminants in bottled water, which must provide the same protection for public health.

Drinking water, including bottled water, may be reasonably expected to contain at least small amounts of some contaminants. The presence of contaminants does not necessarily indicate that water poses a health risk. More information about contaminants and potential health effects can be obtained by calling the US EPA's Safe Drinking Water Hotline at 1-800-426-4791.

Lead In Drinking Water.

If present, elevated levels of lead can cause serious health problems, especially for pregnant women and young children. Infants and children who drink water containing lead in excess of the Action Level (AL) could experience delays in their mental development. Children could show slight deficits in attention span and learning disabilities. Adults who drink this water over many years could develop kidney problems or high blood pressure.

Lead in drinking water is primarily from materials and components associated with service lines and household plumbing. The Municipal Services Commission is responsible for providing high quality drinking water, but cannot control the variety of materials used in plumbing components. When your water has been sitting in your pipes for several hours, you can minimize the potential for lead exposure by flushing your tap for 30 seconds to 2 minutes before using the water for drinking or cooking. If you are concerned about lead in your drinking water, you may wish to have your water tested. Information on lead in drinking water, testing methods, and steps you can take to minimize exposure are available from the Safe Drinking Water Hotline at 1-800-426-4791 or at www.epa.gov/safewater/lead.

Disinfection Byproducts.

Last year's water quality report should have contained 2015 data for our disinfection byproducts (contaminants resulting from the addition of chlorine disinfection to your water). The Delaware Office of Drinking Water usually samples our water for these contaminants, however they failed to do so in 2015. As a result, we cannot be certain of the quality of your water as it relates to disinfection byproducts. MSC's 2014 disinfection byproduct results which were well below the MCL are included in this report for your reference.

The health effects of these contaminants are as follows:

TTHM: Some people who drink water containing TTHM's (trihalomethanes) in excess of the MCL over many years may experience problems with their liver, kidneys, or central nervous system, and may have an increased risk of getting cancer.

HAA5: Some people who drink water containing HAA5's (haloacetic acids) in excess of the MCL over many years may have an increased risk of getting cancer.

Are Some People at a Greater Risk from Contaminants?

Some individuals may be more vulnerable to contaminants in drinking water than the general population. Immunocompromised persons such as persons with cancer undergoing chemotherapy, persons who have undergone organ transplants, people with HIV/AIDS, or other immune system disorders, some elderly, and infants can be particularly at risk from infections. These people should seek advice about drinking water from health care providers. US EPA/Center for Disease Control (CDC) guidelines on appropriate means to lessen the risk of infection by *Cryptosporidium* and other microbial contaminants are available from the Safe Drinking Water Hotline at 1-800-426-4791.

Does MSC Do Only The Minimum Testing Required by Law?

The MSC has tested or has had its water tested by other agencies to look for contaminants which may not be regulated substances. The Commission had DNREC test for contaminants which may have leaked from landfills that are in close proximity to its wells. The EPA and State of Delaware have not set standards for monitoring Radon at this time, none the less the Commission has tested for Radon in its source water and found minimal traces.

In November 2015, MSC Staff started up the new carbon filtration system at our School Lane Treatment Facility to remove PFAS (PFC) contaminants to a level of non-detect in our finished water. Every 6 months, MSC collects several treated water samples for analysis as part of monitoring the filtration system performance. The completed filtration system and continuous sampling represents MSC's on going commitment to delivering the most reliable, highest quality drinking water to our customers that meets or exceeds all state and federal regulations.

What's The Bottom Line?

Your drinking water meets or surpasses all Federal and State Drinking Water Standards. We at the Municipal Services Commission work hard to provide top quality water to every tap. We ask that all customers help us protect our water sources, which are the heart of our community, our way of life, and our children's future.

If you have any questions about this report or concerning your water utility, please contact Secretary / General Manager Pamela Patone by Phone: 302-221-4513, Fax: 302-323-2337, E-mail: patonep@newcastlecity.com, or on the Web at www.newcastlemsc.com.

Municipal Services Commission Water Quality Report.

This report is based upon tests conducted by the Delaware Division of Public Health, Office of Drinking Water (ODW) and the MSC. Although many more contaminants were tested for only the contaminants listed below were detected in your water. The US EPA or ODW allows MSC to monitor for some contaminants less than once per year because the concentrations of these contaminants do not change frequently. Some of our data, though representative, are more than one year old. In the following tables, you may find terms and abbreviations that might not be familiar to you. To assist you with understanding these terms and abbreviations we have added definitions at the end of the report.

Regulated Contaminants

Inorganic Contaminants	Unit of Measure	MCL	MCLG	Highest Level Detected	Annual Range	Date Sampled	Violation	Major Sources of Contaminants / Substances
Barium	ppm	2	2	0.1322	0.1322 - 0.1322	2016	No	Discharge of drilling wastes; discharge from metal refineries; erosion of natural deposits.
Fluoride (1)	ppm	2	1.2	1.30	0.4 - 1.3	2016	No	Erosion of natural deposits; water additive which promotes strong teeth; discharge from fertilizer and aluminum factories.
Nickel	ppb	100	100	6.3	6.3 - 6.3	2016	No	Occurs naturally in soils, ground waters, and surface waters.
Nitrate (as Nitrogen)	ppm	10	10	3.0	1.6 - 3.0	2016	No	Run off from fertilizer use; leaching from septic tanks; sewage; erosion of natural deposits.
Selenium	ppb	50	50	4.2	4.2 - 4.2	2016	No	Discharge from petroleum and metal refineries; erosion of natural deposits; discharge from mines.

Lead and Copper

Contaminant	Unit of Measure	MCLG	AL	90th Percentile	# of Sites Over AL	Date Sampled	Violation	Major Sources of Contaminants / Substances
Copper *	ppm	1.3	1.3	0.121	0 out of 40	2016	No	Erosion of natural deposits; leaching from wood preservatives; corrosion of household plumbing systems.
Lead *	ppb	0	15	nd	1 out of 40	2016	No	Erosion of natural deposits; corrosion of household plumbing systems.

* During 2016, MSC participated in enhanced lead and copper monitoring as required by State and Federal Regulations. After the most recent sampling in the Fall of 2016, it was determined the enhanced monitoring was no longer required. MSC will resume triennial testing in 2019.

Radiological Contaminants	Unit of Measure	MCL	MCLG	Highest Level Detected	Annual Range	Date Sampled	Violation	Major Sources of Contaminants / Substances
Radium, Combined (226/228)	pCi/l	5	0	2.63	2.63 - 2.63	2014	No	Erosion of natural deposits.
Gross Alpha Particle (excluding radon and uranium)	pCi/l	15	0	3.18	3.18 - 3.18	2014	No	Erosion of natural deposits of certain minerals that are radioactive and may emit a form of radiation known as alpha radiation.

Disinfection / Disinfection By - Products	Unit of Measure	MCL	MCLG	Highest Level Detected	Annual Range	Date Sampled	Violation	Major Sources of Contaminants / Substances
Chlorine, Free (2)	ppm	4.00	4.00	1.78	0.42-1.78	2016	No	Disinfectant used in the drinking water industry.
Haloacetic Acids, Total	ppb	60	0	1.13	1.13 - 1.13	2014	No	By - product of drinking water chlorination.
Trihalomethanes, Total	ppb	80	0	6.66	6.66 - 6.66	2014	No	By - product of drinking water chlorination.
Trihalomethanes, Total	ppb	80	0	3.29	3.29 - 3.29	2016	No	By - product of drinking water chlorination.

* 2014 Total Haloacetic Acid and Total Trihalomethane test results are listed for reference. Note the 2014 and 2016 Trihalomethane results were well below the MCL.

Unregulated Contaminants

Contaminants	Unit of Measure	MCL	MCLG	Highest Level Detected	Annual Range	Date Sampled
Alkalinity	ppm	n / r	n / r	36.0	14.9 - 36.0	2016
Calcium	ppm	n / r	n / r	16.1	12.2 - 16.1	2016
Chloride	ppm	n / r	250.0	251.0	54.3 - 251.0	2016
Manganese	ppm	n / r	0.05	0.0014	0.0014 - 0.0014	2016
pH, Field (3)	0 - 14 scale	n / r	6.4 - 8.5	8.2	6.8 - 8.2	2016
Sodium	ppm	n / r	50	67.7	67.7 - 67.7	2016
Sulfate	ppm	n / r	250	13.7	10.8 - 13.7	2016
Temperature	Degree - C	n / r	n / r	16	12 - 16	2016
Perfluorooctanioc Acid (PFOA)	ppb	n / r	0.07	0.004	nd - 0.004	2016
Perfluorooctanesulfonic Acid (PFOS)	ppb	n / r	0.07	nd	nd	2016

**There are a number of ways to conserve water
and they all start with YOU!**

Microbiological Contaminants - Total Coliform Bacteria

120 Samples, 10 Per month,
were collected during 2016.

All samples collected were
absent of Coliform Bacteria.

Number of Violations: None
Major Sources: Naturally
present in the environment.

Annual Average Readings

- 1) Average Fluoride reading -
0.84 ppm
- 2) Average Chlorine Reading -
1.06 ppm
- 3) Average pH Reading -
7.6 on the 0 - 14 Scale

Note: Averages are based upon
the daily water quality readings
taken at the Commission's
School Lane Treatment Facility.

Municipal Services Commission Water System Facts

Meter Customers: 2124 Water Customers

Annual Water Supply: 161,404,400 Gallons

Miles of Water Mains: 29 Miles

2016 Average Daily Water Demand:
439,640 Gallons per Day

2016 Peak Day Water Demand:
790,199 Gallons

Active Supply Wells: 4 Wells

Treatment Facilities: 1 Facility

Storage Capacity:
1.6 Million Gallons or 2 days supply

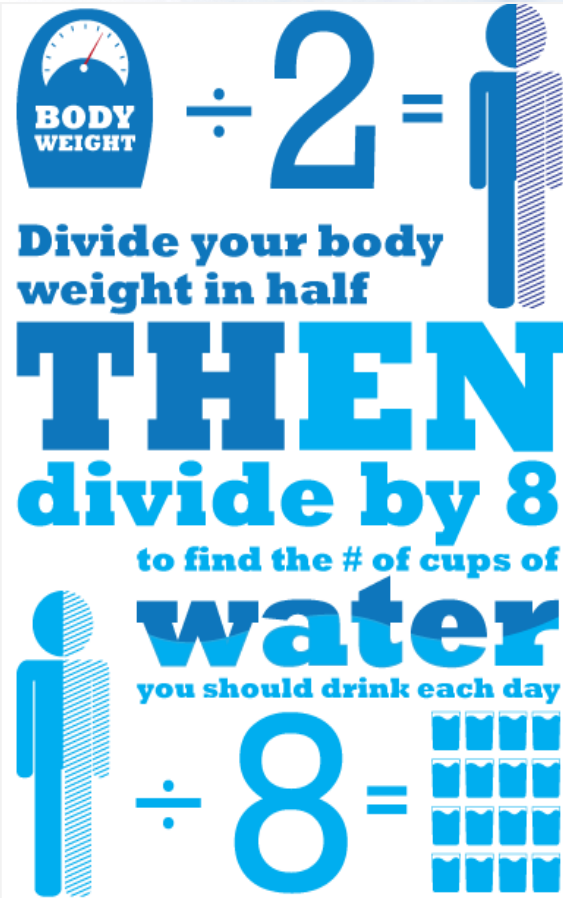
Public Fire Hydrants: 177

Average Cost for Residential Water Service:
\$1.26 per day (Based upon 4,000
gallons consumption per month)

For Reliability MSC maintains 2 intercon-
nections with Artesian Water Company.

Sharing the Report

MSC requests landlords, apart-
ment managers, businesses, and
schools share this information
with others who might not have
received it directly. Consider
posting it in a public area or ad-
vise others that the report is
available on - line at [http://
newcastlemsc.delaware.gov/](http://newcastlemsc.delaware.gov/) or
by contacting the Commission.



Definitions:

90th Percentile - The ninth highest reading (of 10 samples), which is used to determine compliance with the Lead and Copper Rule.

Action Level (AL) - The concentration of a contaminant which, if exceeded, triggers treatment or other requirements which a water system must follow.

Action Level Goal (ALG) - The level of a contaminant in drinking water below which there is no known or expected risk to health. ALG's allow for a margin safety.

Maximum Contaminant Level (MCL) - The highest level of a contaminant that is allowed in drinking water. MCL's are set as close to the MCLG's as feasible.

Maximum Contaminant Level Goal (MCLG) - The level of a contaminant in drinking water below which there is no known or expected risk to health. MCLG's allow for a margin of safety.

Maximum Residual Disinfectant Goal (MRDLG) - The level of drinking water disinfectant below which there is no known or expected risk to health. MRDLG's do not reflect the benefits of the use of disinfectants to control microbial contaminants.

Maximum Residual Disinfectant Level (MRDL) - The highest level of a disinfectant allowed in drinking water. There is convincing evidence that addition of a disinfectant is necessary for control of microbial contaminants.

Not Applicable (n/a) - Field is not applicable to the substance.

Non - Detect (nd) - Laboratory analysis indicates that the constituent is not present.

Not Regulated (n/r) - No MCL is identified because these substances are unregulated.

Parts Per Million (ppm) - 1 Part Per Million corresponds to 1 minute in 2 years or a single penny in \$10,000.00.

Parts Per Billion (ppb) - 1 Part Per Billion corresponds to 1 minute in 2000 years or a single penny in \$10,000,000.00.

Picocuries Per Liter (pCi/l) - A measure of the radioactivity in water.



Municipal Services Commission
of the City of New Castle

216 Chestnut Street
New Castle, Delaware 19720
302-323-2330

PRSR STD
US POSTAGE PD
WILMINGTON, DE
PRMIT NO. 578